



Job Title: Helpline Advisor

Reports To: Helpline Manager

Overall Job Purpose

- To deliver an information and advice service to refugees and asylum seekers in Scotland.
- To liaise with partnership agencies effectively to reduce duplication and increase the range of channels for accessing information and advice within Scotland
- To enable those arriving to Scotland, to identify and access rights and entitlements including accommodation, benefits, health and other services.

Key Responsibilities

- Receive enquiries from callers phoning Scottish Refugee Council services looking for advice.
- Assess needs in order to establish the level of enquiry.
- Give direct advice, signpost and refer as appropriate to Scottish Refugee Council's services or other agencies in a clear manner.
- Identify emergency cases and provide one-off intervention where needed.
- Record all required information pertaining to clients presenting at Scottish Refugee Council's services
- To work with phone interpreters when necessary.
- To work with colleagues from Scottish Refugee Council's services and keep abreast with the team's objectives and practices.
- Monitor and evaluate the delivery of helpline through good casework management and recording.
- Support the reporting requirements of the organisation by documenting and recording statistics using relevant databases.

Other Duties

- Develop skills and undertake responsibilities, which will fulfil the purpose of the role and support the success of the organisation.
- Maintain the agreed Quality Standards and Team Standards in a consistent manner and across all functions of the team.
- In the interests of service users and in line with professional standards, to develop good working relationships with internal and external services and organisations.
- To represent Scottish Refugee Council in a professional manner at all times.
- Participate in and contribute to organisational/team meetings as required.
- Provide reports and case studies for senior staff and management as required.
- Undertake all work in accordance with Scottish Refugee Council's policies and procedures.
- Ensure that all work is carried out in accordance with Scottish Refugee Council's values, equality aims, policies and procedures.

Quality	Essential	Desirable
Education & Training	Higher grades qualification or equivalent. Good command of English language, both verbal and written.	<ul style="list-style-type: none"> OISC Level 1
Job Experience & Skills	<ul style="list-style-type: none"> Experience of providing advice and support to vulnerable groups. Proven ability to understand and advise on complex areas of legislation and policy. Good general knowledge of statutory and voluntary services and legislation. Ability to work in high-pressure/reactive situations. Knowledge of benefit, housing, employment, education, health and social work systems Knowledge of immigration legislation and asylum support regulation. Excellent communication skills. Excellent organisational skills. Good administrative skills. Good IT skills. Interpersonal Skills including an awareness of cultural differences. 	<ul style="list-style-type: none"> Understanding of issues affecting asylum seekers when arriving to the UK Experience of working with refugees and/or asylum seekers Experience of working with people whose first language is not English. Experience of working with interpreters.
Personal Qualities	<ul style="list-style-type: none"> Ability to work on own initiative and as part of a team Empathy with refugees and asylum seekers Ability to establish healthy working boundaries whilst working in often stressful environments A commitment to the work of Scottish Refugee Council and to the principles of equal opportunities 	<ul style="list-style-type: none"> Bilingual/Multilingual



Personal Qualities	<ul style="list-style-type: none">• Quick learner who can apply new skills, procedures and approaches.• Good at working with people: listening, confirming understanding, suggesting ideas and solutions, clear and simple explanations, supporting colleagues, patient.• Able to project a positive, smart and professional image	
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